



CITISTAT
DEPARTMENT OF HOUSING
AND COMMUNITY DEVELOPMENT
 CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

Commissioner: Paul T. Graziano

Appointment Date: November 1, 2000

Deputy Commissioner (Code Enforcement): Denise Duval

Housing Inspection: Donald Small

Legal Enforcement: Michael Braverman

Construction & Building Inspection: Di Di Elmenshaw

Deputy Commissioner (Operations): Otis Rolley III

Administration: Bill Colbert (Budgeting), Momoh Conteh (Personnel), Stephen Janes(CDBG)

Community Service: Leslie Leitch(Homeless Serv), Ann Boyd-Ivey(Daycare)

Carlethea Johnson (Headstart), Erika McClammy(Human Services)

Commercial Revitalization: Kevin Malachi

Neighborhood Revitalization: JoAnn Copes

**MBE/WBE EXPENDITURES**

| EXPENDITURE TYPE | CURRENTLY AVAILABLE PERIOD (10/1 - 12/31) | | | | | YEAR-TO-DATE (10/1 - 12/31) | | | | |
|-------------------------------|---|--------------|-------------|------------------|-------------|-----------------------------|-----|---|-----|---|
| | Expenditures | MBE | % | WBE | % | Expenditures | MBE | % | WBE | % |
| Architectural and Engineering | \$0 | \$0 | #DIV/0! | \$0 | #DIV/0! | NOT YET AVAILABLE | | | | |
| Construction | \$0 | \$0 | #DIV/0! | \$0 | #DIV/0! | | | | | |
| Direct Purchase Orders | \$420,584 | \$0 | 0.0% | \$3,744 | 0.9% | | | | | |
| Purchase Orders | \$0 | \$0 | #DIV/0! | \$0 | #DIV/0! | | | | | |
| Professional Services | \$3,060,703 | \$125 | 0.0% | \$229,963 | 7.5% | | | | | |
| Totals | \$3,481,287 | \$125 | 0.0% | \$233,707 | 6.7% | | | | | |

PERSONNEL DATA

| | 2 -WEEK REPORTING PERIODS | | | | | YEAR-TO-DATE | | | | |
|------------------------------------|---------------------------|-------------|-------------|-------------|----------|--------------|---------|---------|---------|---------|
| | 11/10-11/23 | 11/24-12/07 | 12/08-12/21 | 12/22-01/04 | % Change | Average | Minimum | Maximum | Total | Periods |
| OVERTIME (HOURS) | 168.5 | 86.5 | 150.5 | 71.5 | -52.5% | 213.0 | 57.1 | 693.4 | 7,880.0 | 37 |
| Commissioner's Office | 8.5 | 7.5 | 13.0 | 9.0 | -30.8% | 8.7 | 0.0 | 19.0 | 321.3 | 37 |
| Housing Inspection | 9.0 | 0.0 | 5.5 | 0.5 | -90.9% | 29.4 | 0.0 | 96.8 | 1,089.5 | 37 |
| Legal Enforcement | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.2 | 0.0 | 4.0 | 8.0 | 37 |
| Construction & Building Inspection | 58.5 | 27.5 | 38.0 | 33.5 | -11.8% | 55.5 | 2.0 | 152.0 | 2,052.0 | 37 |
| Administration | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.7 | 0.0 | 7.0 | 24.7 | 37 |
| Community Service | 53.5 | 7.0 | 58.5 | 28.5 | -51.3% | 102.0 | 4.2 | 480.5 | 3,775.5 | 37 |
| Commercial Revitalization | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 0.0 | 0.0 | 37 |
| Neighborhood Revitalization | 39.0 | 44.5 | 35.5 | 0.0 | -100.0% | 16.5 | 0.0 | 68.0 | 609.0 | 37 |
| UNSCHEDULED LEAVE (DAYS) | 41.1 | 46.4 | 63.5 | 36.0 | -43.3% | 76.4 | 33.7 | 118.8 | 2,825.7 | 37 |
| Commissioner's Office | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.4 | 0.0 | 7.0 | 14.0 | 37 |
| Housing Inspection | 10.6 | 19.4 | 33.0 | 6.0 | -81.8% | 38.2 | 10.6 | 76.5 | 1,412.4 | 37 |
| Legal Enforcement | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 1.0 | 1.0 | 37 |
| Construction & Building Inspection | 2.5 | 2.0 | 5.0 | 6.0 | 20.0% | 7.2 | 1.0 | 18.5 | 268.2 | 37 |
| Administration | 4.0 | 0.0 | 4.5 | 0.0 | -100.0% | 4.2 | 0.0 | 13.0 | 156.3 | 37 |
| Community Service | 21.0 | 22.0 | 14.0 | 17.0 | 21.4% | 18.1 | 8.5 | 38.5 | 669.4 | 37 |
| Commercial Revitalization | 0.0 | 2.0 | 4.0 | 3.0 | -25.0% | 0.6 | 0.0 | 4.5 | 22.5 | 37 |
| Neighborhood Revitalization | 3.0 | 1.0 | 3.0 | 4.0 | 33.3% | 7.6 | 0.0 | 26.4 | 281.7 | 37 |
| DISABILITY (DAYS) | 27.0 | 37.0 | 20.0 | 16.0 | -20.0% | 19.9 | 0.0 | 40.0 | 736.5 | 37 |
| Commissioner's Office | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.3 | 0.0 | 9.0 | 10.0 | 37 |
| Housing Inspection | 24.0 | 21.0 | 18.0 | 16.0 | -11.1% | 15.6 | 0.0 | 40.0 | 578.5 | 37 |
| Legal Enforcement | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 0.0 | 0.0 | 37 |
| Construction & Building Inspection | 3.0 | 16.0 | 2.0 | 0.0 | -100.0% | 1.9 | 0.0 | 16.0 | 69.0 | 37 |
| Administration | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 0.0 | 0.0 | 37 |
| Community Service | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 2.1 | 0.0 | 12.0 | 79.0 | 37 |
| Commercial Revitalization | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 0.0 | 0.0 | 37 |
| Neighborhood Revitalization | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 0.0 | 0.0 | 37 |
| LIGHT DUTY (DAYS) | 30.0 | 20.0 | 12.0 | 0.0 | -100.0% | 17.8 | 5.5 | 37.0 | 533.5 | 30 |
| Commissioner's Office | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 0.0 | 0.0 | 30 |
| Housing Inspection | 13.0 | 10.0 | 1.0 | 0.0 | -100.0% | 12.2 | 0.0 | 27.7 | 365.5 | 30 |
| Legal Enforcement | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 0.0 | 0.0 | 30 |
| Construction & Building Inspection | 13.0 | 10.0 | 11.0 | 0.0 | -100.0% | 3.9 | 0.0 | 13.0 | 117.5 | 30 |
| Administration | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.3 | 0.0 | 8.3 | 8.3 | 30 |
| Community Service | 4.0 | 0.0 | 0.0 | 0.0 | 0% | 1.4 | 0.0 | 10.0 | 42.2 | 30 |
| Commercial Revitalization | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 0.0 | 0.0 | 30 |
| Neighborhood Revitalization | 0.0 | 0.0 | 0.0 | 0.0 | 0% | 0.0 | 0.0 | 0.0 | 0.0 | 30 |



CITISTAT

EMPLOYEE LEAVE SUMMARY

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

| | EMPLOYEES | REQUIRED WORK-DAYS | PRE-APPROVED SICK | NON- SCHEDULED SICK | SICK BANK | SICK X | X UNAPPROVED | ACCIDENT TIME | PERMISSION LEAVE | VACATION | PERSONAL LEAVE | COMP TIME* | FAMILY LEAVE | X w/ PERMISSION | TOTALS |
|-----------------------------|------------|-----------------------|----------------------|---------------------------|------------|-------------|-----------------|------------------|---------------------|--------------|-------------------|---------------|-----------------|--------------------|----------------|
| Commissioner's Office | 19 | 152 | 1.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 17.3 | 4.0 | 30.1 | 0.0 | 0.0 | 52.4 |
| Housing Inspection | 167 | 1,336 | 23.0 | 0.0 | 0.0 | 6.0 | 0.0 | 16.0 | 29.0 | 256.5 | 23.1 | 13.3 | 0.0 | 10.5 | 377.4 |
| Legal Enforcement | 2 | 16 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2.0 | 0.0 | 3.0 | 0.0 | 0.0 | 5.0 |
| Constr & Bldg Inspection | 64 | 512 | 21.0 | 6.0 | 0.0 | 0.0 | 0.0 | 0.0 | 4.0 | 70.0 | 10.5 | 8.6 | 0.0 | 0.0 | 120.1 |
| Administration | 28 | 224 | 9.5 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 53.9 | 5.2 | 2.3 | 0.0 | 0.0 | 71.9 |
| Community Service | 128 | 1,024 | 36.0 | 5.0 | 0.0 | 8.0 | 4.0 | 0.0 | 14.0 | 227.7 | 9.2 | 10.0 | 0.0 | 1.0 | 314.8 |
| Commercial Revitalization | 5 | 40 | 1.0 | 3.0 | 0.0 | 0.0 | 0.0 | 0.0 | 3.0 | 11.0 | 0.0 | 2.0 | 0.0 | 0.0 | 20.0 |
| Neighborhood Revitalization | 33 | 264 | 0.0 | 4.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 37.0 | 3.0 | 27.0 | 0.0 | 0.0 | 71.0 |
| TOTALS | 446 | 3,568 | 91.5 | 18.0 | 0.0 | 14.0 | 4.0 | 16.0 | 51.0 | 675.4 | 55.0 | 96.2 | 0.0 | 11.5 | 1,032.5 |

CitiStat Reporting Period: December 8th, 2001 through December 21st, 2001

| | EMPLOYEES | REQUIRED WORK-DAYS | PRE-APPROVED SICK | NON- SCHEDULED SICK | SICK BANK | SICK X | X UNAPPROVED | ACCIDENT TIME | PERMISSION LEAVE | VACATION | PERSONAL LEAVE | COMP TIME* | FAMILY LEAVE | X w/ PERMISSION | TOTALS |
|-----------------------------|------------|-----------------------|----------------------|---------------------------|------------|-------------|-----------------|------------------|---------------------|--------------|-------------------|---------------|-----------------|--------------------|--------------|
| Commissioner's Office | 19 | 190 | 5.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 6.0 | 0.0 | 17.1 | 0.0 | 0.0 | 28.1 |
| Housing Inspection | 167 | 1,670 | 33.2 | 8.0 | 0.0 | 17.0 | 8.0 | 18.0 | 35.0 | 65.3 | 22.0 | 16.3 | 0.0 | 10.0 | 232.8 |
| Legal Enforcement | 2 | 20 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2.0 | 0.0 | 0.0 | 2.0 |
| Constr & Bldg Inspection | 64 | 640 | 27.9 | 0.0 | 0.0 | 5.0 | 0.0 | 2.0 | 0.0 | 28.5 | 1.7 | 16.2 | 0.0 | 0.0 | 81.3 |
| Administration | 28 | 280 | 12.5 | 4.5 | 0.0 | 0.0 | 0.0 | 0.0 | 2.5 | 15.7 | 7.0 | 13.8 | 0.0 | 0.0 | 56.0 |
| Community Service | 127 | 1,270 | 67.9 | 4.0 | 0.0 | 10.0 | 0.0 | 0.0 | 7.0 | 44.6 | 12.3 | 19.2 | 0.0 | 11.0 | 176.1 |
| Commercial Revitalization | 5 | 50 | 0.0 | 4.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 0.0 | 0.0 | 0.0 | 0.0 | 5.0 |
| Neighborhood Revitalization | 33 | 330 | 1.0 | 3.0 | 0.0 | 0.0 | 0.0 | 0.0 | 10.0 | 18.0 | 4.3 | 9.1 | 0.0 | 0.0 | 45.5 |
| TOTALS | 445 | 4,450 | 147.5 | 23.5 | 0.0 | 32.0 | 8.0 | 20.0 | 54.5 | 179.2 | 47.3 | 93.7 | 0.0 | 21.0 | 626.7 |

Change since Last Period

| | EMPLOYEES | REQUIRED WORK-DAYS | PRE-APPROVED SICK | NON- SCHEDULED SICK | SICK BANK | SICK X | X UNAPPROVED | ACCIDENT TIME | PERMISSION LEAVE | VACATION | PERSONAL LEAVE | COMP TIME* | FAMILY LEAVE | X w/ PERMISSION | TOTALS |
|-----------------------------|-------------|-----------------------|----------------------|---------------------------|-----------|----------------|-----------------|------------------|---------------------|---------------|-------------------|---------------|-----------------|--------------------|--------------|
| Commissioner's Office | - | (20.0%) | (80.0%) | - | - | - | - | - | - | 188.0% | - | 75.9% | - | - | 86.3% |
| Housing Inspection | - | (20.0%) | (30.7%) | - | - | (64.7%) | - | (11.1%) | (17.1%) | 292.7% | 5.2% | (18.4%) | - | 5.0% | 62.1% |
| Legal Enforcement | - | (20.0%) | - | - | - | - | - | - | - | - | - | 50.0% | - | - | 150.0% |
| Constr & Bldg Inspection | - | (20.0%) | (24.8%) | - | - | - | - | - | - | 145.6% | 516.2% | (47.0%) | - | - | 47.8% |
| Administration | - | (20.0%) | (24.0%) | - | - | - | - | - | (60.0%) | 243.3% | (25.7%) | (83.5%) | - | - | 28.3% |
| Community Service | 0.8% | (19.4%) | (47.0%) | 25.0% | - | (20.0%) | - | - | 100.0% | 410.0% | (25.7%) | (48.2%) | - | (90.9%) | 78.8% |
| Commercial Revitalization | - | (20.0%) | - | (25.0%) | - | - | - | - | - | 1000.0% | - | - | - | - | 300.0% |
| Neighborhood Revitalization | - | (20.0%) | - | 33.3% | - | - | - | - | - | 105.6% | (30.9%) | 195.8% | - | - | 56.1% |
| TOTALS | 0.2% | (19.8%) | (38.0%) | (23.4%) | - | (56.3%) | (50.0%) | (20.0%) | (6.4%) | 277.0% | 16.1% | 2.6% | - | (45.2%) | 64.7% |



SECTION 8
CitiStat Reporting Period: Nov. 2, 2001

PROGRAM UTILIZATION

| | Monthly Reporting | | | | % CHANGE | Year to Date | | | | |
|--------------------------------------|-------------------|--------|--------|--------|----------|--------------|----------|----------|-----------|---------|
| | July | August | Sept. | Oct. | | Average | Minimum | Maximum | Total | Periods |
| Units Under ACC | 15,337 | 15,337 | 14,629 | 14,054 | (3.9%) | 15,052.6 | 14,054.0 | 15,337.0 | 105,368.0 | 4 |
| Certificates | 2,048 | 2,038 | 0 | 0 | - | 1,489.6 | 0.0 | 2,155.0 | 10,427.0 | 4 |
| Regular Certificates | 63 | 53 | 0 | 0 | - | 67.4 | 0.0 | 170.0 | 472.0 | 4 |
| Voucher Program | 11,316 | 11,326 | 12,656 | 12,081 | (4.5%) | 11,590.0 | 11,209.0 | 12,656.0 | 81,130.0 | 4 |
| Regular Vouchers | 8,164 | 8,174 | 8,227 | 8,044 | (2.2%) | 8,129.1 | 8,044.0 | 8,227.0 | 56,904.0 | 4 |
| Special Purpose Vouchers | 2,801 | 2,801 | 2,093 | 1,701 | (18.7%) | 2,542.7 | 1,701.0 | 2,801.0 | 17,799.0 | 4 |
| Project Based | 290 | 290 | 290 | 290 | - | 290.0 | 290.0 | 290.0 | 2,030.0 | 4 |
| Homeownership | 0 | 0 | 0 | 0 | - | 0.0 | 0.0 | 0.0 | 0.0 | 4 |
| Opt-Outs | 61 | 61 | 61 | 61 | - | 61.0 | 61.0 | 61.0 | 427.0 | 4 |
| Partial Consent decree Tenant Based | 1,342 | 1,342 | 1,342 | 1,342 | - | 1,342.0 | 1,342.0 | 1,342.0 | 6,710.0 | 4 |
| Partial Consent decree Project Based | 643 | 643 | 643 | 643 | - | 643.0 | 643.0 | 643.0 | 3,215.0 | 4 |
| Mod Rehab | 747 | 747 | 747 | 747 | - | 747.0 | 747.0 | 747.0 | 5,229.0 | 4 |
| Substantial Rehab | 529 | 529 | 529 | 529 | - | 529.0 | 529.0 | 529.0 | 3,703.0 | 4 |
| New Construction | 697 | 697 | 697 | 697 | - | 697.0 | 697.0 | 697.0 | 4,879.0 | 4 |
| Number of Units Leased | 9,834 | 9,922 | 9,268 | 9,381 | 1.2% | 9,668.4 | 9,268.0 | 9,922.0 | 67,679.0 | 4 |
| Certificates | 113 | 103 | 0 | 0 | - | 98.0 | 0.0 | 184.0 | 686.0 | 4 |
| Regular Certificates | 63 | 53 | 0 | 0 | - | 67.4 | 0.0 | 170.0 | 472.0 | 4 |
| Voucher Program | 7,814 | 7,912 | 7,355 | 7,477 | 1.7% | 7,661.7 | 7,355.0 | 7,912.0 | 53,632.0 | 4 |
| Regular Vouchers | 6,075 | 6,109 | 5,476 | 5,735 | 4.7% | 6,028.6 | 5,476.0 | 6,729.0 | 42,200.0 | 4 |
| Special Purpose Vouchers | 1,441 | 1,505 | 1,531 | 1,388 | (9.3%) | 1,321.1 | 757.0 | 1,531.0 | 9,248.0 | 4 |
| Project Based | 290 | 290 | 290 | 290 | - | 290.0 | 290.0 | 290.0 | 2,030.0 | 4 |
| Homeownership | 0 | 0 | 0 | 0 | - | 0.0 | 0.0 | 0.0 | 0.0 | 4 |
| Opt-Outs | 8 | 8 | 8 | 8 | - | 6.9 | 0.0 | 8.0 | 48.0 | 4 |
| Partial Consent decree Tenant Based | 50 | 50 | 50 | 56 | 12.0% | 51.2 | 50.0 | 56.0 | 256.0 | 4 |
| Partial Consent decree Project Based | 0 | 0 | 0 | 0 | - | 0.0 | 0.0 | 0.0 | 0.0 | 4 |
| Mod Rehab | 747 | 747 | 747 | 747 | - | 747.0 | 747.0 | 747.0 | 5,229.0 | 4 |
| Substantial Rehab | 492 | 495 | 496 | 489 | (1.4%) | 491.4 | 486.0 | 496.0 | 3,440.0 | 4 |
| New Construction | 668 | 665 | 670 | 668 | (0.3%) | 670.3 | 665.0 | 675.0 | 4,692.0 | 4 |
| Number of Units Available | 5,503 | 5,415 | 5,361 | 4,673 | (12.8%) | 5,384.1 | 4,673.0 | 5,677.0 | 37,689.0 | 4 |
| Certificates | 1,935 | 1,935 | 0 | 0 | - | 1,391.6 | 0.0 | 1,971.0 | 9,741.0 | 4 |
| Regular Certificates | 0 | 0 | 0 | 0 | - | 0.0 | 0.0 | 0.0 | 0.0 | 4 |
| Voucher Program | 3,502 | 3,414 | 5,301 | 4,604 | (13.1%) | 3,928.3 | 3,414.0 | 5,301.0 | 27,498.0 | 4 |
| Regular Vouchers | 2,089 | 2,065 | 2,751 | 2,309 | (16.1%) | 2,100.6 | 1,328.0 | 2,751.0 | 14,704.0 | 4 |
| Special Purpose Vouchers | 1,360 | 1,296 | 562 | 313 | (44.3%) | 1,221.6 | 313.0 | 2,044.0 | 8,551.0 | 4 |
| Project Based | 0 | 0 | 0 | 0 | - | 0.0 | 0.0 | 0.0 | 0.0 | 4 |
| Homeownership | 0 | 0 | 0 | 0 | - | 0.0 | 0.0 | 0.0 | 0.0 | 4 |
| Opt-Outs | 53 | 53 | 53 | 53 | - | 54.1 | 53.0 | 61.0 | 379.0 | 4 |
| Partial Consent decree Tenant Based | 1,292 | 1,292 | 1,292 | 1,286 | (0.5%) | 1,290.8 | 1,286.0 | 1,292.0 | 6,454.0 | 4 |
| Partial Consent decree Project Based | 643 | 643 | 643 | 643 | - | 643.0 | 643.0 | 643.0 | 3,215.0 | 4 |
| Mod Rehab | 0 | 0 | 0 | 0 | - | 0.0 | 0.0 | 0.0 | 0.0 | 4 |
| Substantial Rehab | 37 | 34 | 33 | 40 | 21.2% | 37.6 | 33.0 | 43.0 | 263.0 | 4 |
| New Construction | 29 | 32 | 27 | 29 | 7.4% | 26.7 | 22.0 | 32.0 | 187.0 | 4 |



HUMAN SERVICES DIVISION

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

REGULAR APPLICATION DATA

| | 2 WEEK REPORTING | | | | YEAR TO DATE | | | | |
|--|------------------|------------|-----------|----------|--------------|---------|---------|-------|---------|
| | 11/24-12/7 | 12/8-12/21 | 12/22-1/4 | % Change | Average | Minimum | Maximum | Total | Periods |
| MEAP (MD Energy Ass. Program) | | | | | | | | | |
| Applications Received | 608 | 391 | 103 | -73.7% | 362 | 66 | 814 | 5791 | 20 |
| Applications Certified | 325 | 153 | 35 | -77.1% | 86 | 0 | 648 | 1380 | 20 |
| Applications Awaiting Certification | 202 | 173 | 47 | -72.8% | 223 | 0 | 669 | 3560 | 20 |
| Applications Pending Information | 70 | 60 | 20 | -66.7% | 46 | 10 | 123 | 740 | 20 |
| Applications Denied | 11 | 5 | 1 | -80.0% | 7 | 0 | 18 | 108 | 20 |
| BP (Bill Payment Assistance) | | | | | | | | | |
| Applications Received | 385 | 190 | 53 | -72.1% | 291 | 53 | 676 | 4653 | 20 |
| Applications Certified | 193 | 82 | 21 | -74.4% | 101 | 0 | 460 | 1618 | 20 |
| Applications Awaiting Certification | 149 | 82 | 18 | -78.0% | 152 | 0 | 566 | 2433 | 20 |
| Applications Pending Information | 39 | 23 | 14 | -39.1% | 33 | 8 | 93 | 533 | 20 |
| Applications Denied | 4 | 3 | 0 | -100.0% | 4 | 0 | 14 | 69 | 20 |
| ARA (Arrearage Retirement Assistance) | | | | | | | | | |
| Applications Received | 28 | 9 | 2 | -77.8% | 114 | 10 | 347 | 1816 | 20 |
| Applications Certified | 14 | 6 | 1 | -83.3% | 7 | 0 | 32 | 105 | 20 |
| Applications Awaiting Certification | 6 | 1 | 0 | -100.0% | 93 | 0 | 294 | 1482 | 20 |
| Applications Pending Information | 8 | 2 | 1 | -50.0% | 13 | 0 | 51 | 203 | 20 |
| Applications Denied | 0 | 0 | 0 | 0% | 1 | 0 | 5 | 21 | 20 |

CRISIS ASSISTANCE DATA

| | 2 WEEK REPORTING | | | | YEAR TO DATE | | | | |
|-----------------------------------|------------------|------------|-----------|----------|--------------|---------|---------|-------|---------|
| | 11/10-11/23 | 12/8-12/21 | 12/22-1/4 | % Change | Average | Minimum | Maximum | Total | Periods |
| Certified Crisis Applications | 0 | 0 | 0 | 0.0% | 0 | 0 | 2 | 4 | 20 |
| Crisis Pending Info. Applications | 0 | 0 | 0 | 0.0% | 2 | 0 | 15 | 30 | 20 |
| Crisis Outside of Crisis Period | 0 | 0 | 0 | 0.0% | 0 | 0 | 0 | 0 | 20 |
| Crisis Resolved Applications | 0 | 0 | 0 | 0.0% | 0 | 0 | 3 | 6 | 20 |



COMPLAINTS

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

CONSTITUENT COMPLAINTS - SUMMARY

| | 2 -WEEK REPORTING PERIODS | | | | YEAR-TO-DATE | | | | |
|---------------------------|---------------------------|------------|-------------|----------|--------------|---------|---------|--------|---------|
| | 11/17-11/30 | 12/1-12/14 | 12/15-12/28 | % Change | Average | Minimum | Maximum | Total | Periods |
| CREATED COMPLAINTS | 511 | 456 | 330 | -27.6% | 738 | 330 | 1,345 | 15,496 | 21 |
| COMPLAINTS RESOLVED | 441 | 657 | 367 | -44.1% | 681 | 26 | 1,304 | 14,309 | 21 |
| COMPLAINTS PENDING REVIEW | 2,266 | 2054 | 2017 | -1.8% | 1,671 | 380 | 2,730 | 35,081 | 21 |

CONSTITUENT COMPLAINTS BY TYPE

| Complaint Type | 2 -WEEK REPORTING PERIODS | | | | YEAR-TO-DATE | | | | |
|-----------------------|---------------------------|------------|-------------|----------|--------------|---------|---------|-------|---------|
| | 11/17-11/30 | 12/1-12/14 | 12/15-12/28 | % Change | Average | Minimum | Maximum | Total | Periods |
| ABANDON VEHICLES | | | | | | | | | |
| Created | 73 | 40 | 23 | -42.5% | 50 | 20 | 87 | 748 | 15 |
| Resolved | 38 | 55 | 27 | -50.9% | 39 | 1 | 74 | 592 | 15 |
| Pending Inspection | 190 | 175 | 171 | -2.3% | 136 | 56 | 190 | 2,041 | 15 |
| ANIMALS | | | | | | | | | |
| Created | 5 | 10 | 3 | -70.0% | 13 | 1 | 33 | 194 | 15 |
| Resolved | 13 | 6 | 5 | -16.7% | 12 | 0 | 34 | 173 | 15 |
| Pending Inspection | 34 | 37 | 35 | -5.4% | 42 | 18 | 56 | 634 | 15 |
| FIRE PROTECTION | | | | | | | | | |
| Created | 0 | 1 | 0 | -100.0% | 3 | 0 | 33 | 43 | 15 |
| Resolved | 0 | 0 | 0 | 0% | 3 | 0 | 27 | 39 | 15 |
| Pending Inspection | 3 | 4 | 4 | 0.0% | 5 | 1 | 27 | 68 | 15 |
| GRASS AND WEEDS | | | | | | | | | |
| Created | 19 | 12 | 3 | -75.0% | 124 | 3 | 301 | 1,867 | 15 |
| Resolved | 39 | 53 | 16 | -69.8% | 113 | 7 | 247 | 1,688 | 15 |
| Pending Inspection | 263 | 222 | 209 | -5.9% | 357 | 202 | 555 | 5,358 | 15 |
| INSECTS | | | | | | | | | |
| Created | 6 | 19 | 6 | -68.4% | 10 | 6 | 19 | 150 | 15 |
| Resolved | 7 | 17 | 6 | -64.7% | 7 | 0 | 24 | 111 | 15 |
| Pending Inspection | 42 | 42 | 42 | 0.0% | 31 | 6 | 45 | 465 | 15 |
| MAINTENANCE STRUCTURE | | | | | | | | | |
| Created | 82 | 93 | 60 | -35.5% | 134 | 60 | 315 | 2,816 | 21 |
| Resolved | 65 | 102 | 57 | -44.1% | 116 | 4 | 243 | 2,439 | 21 |
| Pending Inspection | 441 | 432 | 434 | 0.5% | 354 | 89 | 574 | 7,426 | 21 |
| RODENTS | | | | | | | | | |
| Created | 21 | 15 | 11 | -26.7% | 28 | 8 | 46 | 595 | 21 |
| Resolved | 23 | 25 | 8 | -68.0% | 24 | 1 | 46 | 495 | 21 |
| Pending Inspection | 119 | 107 | 109 | 1.9% | 69 | 0 | 121 | 1,447 | 21 |
| SPACE & OCCUPANCY | | | | | | | | | |
| Created | 5 | 7 | 13 | 85.7% | 10 | 5 | 18 | 154 | 15 |
| Resolved | 6 | 11 | 4 | -63.6% | 7 | 0 | 15 | 111 | 15 |
| Pending Inspection | 39 | 35 | 44 | 25.7% | 32 | 7 | 44 | 481 | 15 |
| SYSTEMS | | | | | | | | | |
| Created | 36 | 18 | 41 | 127.8% | 22 | 2 | 48 | 333 | 15 |
| Resolved | 25 | 40 | 25 | -37.5% | 16 | 0 | 40 | 243 | 15 |
| Pending Inspection | 109 | 87 | 104 | 19.5% | 50 | 1 | 109 | 744 | 15 |
| TRASH & CANS | | | | | | | | | |
| Created | 54 | 80 | 50 | -37.5% | 115 | 50 | 185 | 2,414 | 21 |
| Resolved | 43 | 57 | 37 | -35.1% | 111 | 3 | 226 | 2,331 | 21 |
| Pending Inspection | 254 | 273 | 286 | 4.8% | 242 | 101 | 403 | 5,082 | 21 |
| TREES & SHRUBS | | | | | | | | | |
| Created | 8 | 5 | 5 | 0.0% | 40 | 5 | 108 | 596 | 15 |
| Resolved | 11 | 22 | 14 | -36.4% | 35 | 0 | 81 | 532 | 15 |
| Pending Inspection | 98 | 82 | 73 | -11.0% | 108 | 36 | 167 | 1,619 | 15 |
| VACANT BUILDINGS | | | | | | | | | |
| Created | 202 | 156 | 115 | -26.3% | 229 | 64 | 397 | 4,811 | 21 |
| Resolved | 171 | 269 | 168 | -37.5% | 216 | 9 | 418 | 4,530 | 21 |
| Pending Inspection | 674 | 558 | 506 | -9.3% | 448 | 52 | 751 | 9,409 | 21 |



OPEN HOUSING NOTICES

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

OPEN NOTICES SUMMARY

| | 2 - WEEK REPORTING PERIODS | | | % Change | YEAR-TO-DATE | | | | |
|----------------------|----------------------------|------------|---------------|----------|--------------|---------|---------|--------|--------|
| | 11/17-11/30 | 12/1-12/14 | 12/15 - 12/28 | | Average | Minimum | Maximum | Total | Period |
| MULTIPLE DWELLINGS | 1,871 | 1,967 | 1,969 | 0.1% | 1,673 | 1,550 | 1,969 | 35123 | 21 |
| INTERIOR INSPECTIONS | 1,861 | 1,856 | 1,779 | -4.1% | 2,025 | 1,779 | 3,212 | 42533 | 21 |
| EXTERIOR INSPECTIONS | 3,156 | 3,058 | 2,978 | -2.6% | 3,517 | 1,832 | 3,903 | 73861 | 21 |
| VACANT BUILDINGS | 14,540 | 14,599 | 14,462 | -0.9% | 14,160 | 13,826 | 14,599 | 297361 | 21 |
| ZONING | 551 | 463 | 472 | 1.9% | 500 | 428 | 601 | 10509 | 21 |
| TOTAL | 21,979 | 21,943 | 21,660 | -1.3% | 21,876 | 21,548 | 22,115 | 459387 | 21 |

VACANT BUILDINGS SUMMARY

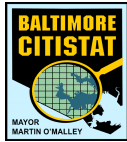
| | 2 - WEEK REPORTING PERIODS | | | % Change | YEAR-TO-DATE | | | | |
|---------------|----------------------------|------------|---------------|----------|--------------|---------|---------|--------|--------|
| | 11/17-11/30 | 12/1-12/14 | 12/15 - 12/28 | | Average | Minimum | Maximum | Total | Period |
| CENTRAL | 797 | 811 | 813 | 0.2% | 754 | 713 | 813 | 15843 | 21 |
| SOUTHEAST | 1050 | 1057 | 1057 | 0.0% | 1,037 | 1,002 | 1,076 | 21782 | 21 |
| EASTERN | 4121 | 4145 | 4117 | -0.7% | 4,050 | 3,961 | 4,145 | 85051 | 21 |
| NORTHEAST | 444 | 437 | 433 | -0.9% | 423 | 369 | 456 | 8884 | 21 |
| NORTHERN | 699 | 708 | 703 | -0.7% | 647 | 606 | 708 | 13593 | 21 |
| NORTHWEST | 1057 | 1050 | 999 | -4.9% | 1,018 | 961 | 1,078 | 21382 | 21 |
| WESTERN | 2563 | 2602 | 2585 | -0.7% | 2,515 | 2,440 | 2,602 | 52818 | 21 |
| SOUTHWEST | 1180 | 1190 | 1178 | -1.0% | 1,060 | 915 | 1,190 | 22267 | 21 |
| SOUTHERN | 1411 | 1411 | 1409 | -0.1% | 1,315 | 1,223 | 1,411 | 27619 | 21 |
| COMPLIANCE | 1218 | 1188 | 1168 | -1.7% | 1,339 | 1,168 | 1,427 | 28119 | 21 |
| TOTALS | 14540 | 14599 | 14462 | -0.9% | 14,160 | 13,825 | 14,599 | 297358 | 21 |

NEW NOTICES BY DISTRICT

| | 2 - WEEK REPORTING PERIODS | | | % Change | YEAR-TO-DATE | | | | |
|---------------|----------------------------|------------|---------------|----------|--------------|---------|---------|-------|--------|
| | 11/17-11/30 | 12/1-12/14 | 12/15 - 12/28 | | Average | Minimum | Maximum | Total | Period |
| CENTRAL | 22 | 31 | 11 | -64.5% | 30 | 0 | 53 | 626 | 21 |
| SOUTHEAST | 59 | 78 | 52 | -33.3% | 46 | 12 | 78 | 958 | 21 |
| EASTERN | 64 | 89 | 36 | -59.6% | 46 | 16 | 89 | 959 | 21 |
| NORTHEAST | 32 | 27 | 28 | 3.7% | 50 | 10 | 109 | 1,047 | 21 |
| NORTHERN | 18 | 12 | 9 | -25.0% | 25 | 0 | 92 | 534 | 21 |
| NORTHWEST | 19 | 49 | 26 | -46.9% | 57 | 0 | 114 | 1,201 | 21 |
| WESTERN | 92 | 98 | 15 | -84.7% | 45 | 13 | 98 | 950 | 21 |
| SOUTHWEST | 42 | 17 | 34 | 100.0% | 53 | 17 | 97 | 1,120 | 21 |
| SOUTHERN | 80 | 62 | 36 | -41.9% | 63 | 0 | 123 | 1,313 | 21 |
| COMPLIANCE | 0 | 0 | 0 | 0.0% | 1 | 0 | 14 | 14 | 21 |
| ZONING | 0 | 0 | 0 | 0.0% | 3 | 0 | 22 | 56 | 21 |
| TOTALS | 428 | 463 | 247 | -46.7% | 418 | 247 | 534 | 8,778 | 21 |

NOTICES ABATED BY DISTRICT

| | 2 - WEEK REPORTING PERIODS | | | % Change | YEAR-TO-DATE | | | | |
|---------------|----------------------------|------------|---------------|----------|--------------|---------|---------|-------|--------|
| | 11/17-11/30 | 12/1-12/14 | 12/15 - 12/28 | | Average | Minimum | Maximum | Total | Period |
| CENTRAL | 17 | 28 | 13 | -53.6% | 26 | 0 | 57 | 553 | 21 |
| SOUTHEAST | 37 | 37 | 30 | -18.9% | 48 | 25 | 67 | 1,014 | 21 |
| EASTERN | 44 | 47 | 32 | -31.9% | 38 | 13 | 61 | 789 | 21 |
| NORTHEAST | 68 | 69 | 22 | -68.1% | 105 | 3 | 234 | 2,203 | 21 |
| NORTHERN | 3 | 13 | 13 | 0.0% | 20 | 2 | 76 | 421 | 21 |
| NORTHWEST | 48 | 130 | 52 | -60.0% | 60 | 0 | 130 | 1,250 | 21 |
| WESTERN | 23 | 47 | 3 | -93.6% | 29 | 3 | 81 | 608 | 21 |
| SOUTHWEST | 33 | 43 | 49 | 14.0% | 41 | 7 | 75 | 852 | 21 |
| SOUTHERN | 122 | 87 | 76 | -12.6% | 79 | 0 | 173 | 1,657 | 21 |
| COMPLIANCE | 0 | 0 | 0 | 0.0% | 2 | 0 | 36 | 47 | 21 |
| ZONING | 0 | 0 | 0 | 0.0% | 3 | 0 | 23 | 57 | 21 |
| TOTALS | 395 | 501 | 290 | -42.1% | 450 | 268 | 610 | 9,451 | 21 |



CLEANING & BOARDING

Legacy work orders are the work orders before
DHCD adopted Cititrack for work order mgmt.

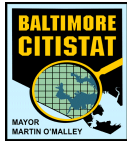
CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

CLEANING AND BOARDING SUMMARY

| | 2 WEEK REPORTING PERIOD | | | | YEAR TO DATE | | | | |
|--------------------------|-------------------------|------------|-------------|----------|--------------|---------|---------|-------|---------|
| | 11/17-11/30 | 12/1-12/14 | 12/15-12/28 | % Change | Average | Minimum | Maximum | Total | Periods |
| Total Legacy Completed | 122 | 77 | 122 | 58% | 107 | 77 | 122 | 321 | 3 |
| Legacy Backlog | 4517 | 4451 | 4331 | -3% | 4433 | 4331 | 4517 | 13299 | 3 |
| Total Boarding Completed | 57 | 51 | 25 | -51% | 44 | 25 | 57 | 133 | 3 |
| Boarding Backlog | 553 | 625 | 664 | 6% | 614 | 553 | 664 | 1842 | 3 |
| Total Cleaning Completed | 22 | 35 | 16 | -54% | 24 | 16 | 35 | 73 | 3 |
| Backlog Cleaning | 1181 | 1331 | 1407 | 6% | 1306 | 1181 | 1407 | 3919 | 3 |
| Total MISC Completed | 1 | 0 | 0 | 0% | 0 | 0 | 1 | 1 | 3 |
| MISC Backlog | 13 | 14 | 14 | 0% | 14 | 13 | 14 | 41 | 3 |

Legacy Work Orders

| | | 2 WEEK REPORTING PERIOD | | | | YEAR TO DATE | | | | |
|-----------|-------------|-------------------------|------------|-------------|----------|--------------|---------|---------|-------|---------|
| | | 11/17-11/30 | 12/1-12/14 | 12/15-12/28 | % Change | Average | Minimum | Maximum | Total | Periods |
| Central | Created | 1 | 3 | 0 | -100% | 1 | 0 | 3 | 4 | 3 |
| | Abated | 10 | 1 | 14 | 1300% | 8 | 1 | 14 | 25 | 3 |
| | Outstanding | 328 | 330 | 316 | -4% | 325 | 316 | 330 | 974 | 3 |
| Southeast | Created | 5 | 1 | 0 | -100% | 2 | 0 | 5 | 6 | 3 |
| | Abated | 17 | 12 | 13 | 8% | 14 | 12 | 17 | 42 | 3 |
| | Outstanding | 310 | 299 | 286 | -4% | 298 | 286 | 310 | 895 | 3 |
| Eastern | Created | 28 | 0 | 0 | 0% | 9 | 0 | 28 | 28 | 3 |
| | Abated | 35 | 2 | 6 | 200% | 14 | 2 | 35 | 43 | 3 |
| | Outstanding | 1508 | 1506 | 1500 | 0% | 1505 | 1500 | 1508 | 4514 | 3 |
| Northeast | Created | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Abated | 1 | 1 | 4 | 300% | 2 | 1 | 4 | 6 | 3 |
| | Outstanding | 120 | 119 | 115 | -3% | 118 | 115 | 120 | 354 | 3 |
| Northern | Created | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Abated | 2 | 1 | 1 | 0% | 1 | 1 | 2 | 4 | 3 |
| | Outstanding | 203 | 202 | 201 | 0% | 202 | 201 | 203 | 606 | 3 |
| Northwest | Created | 6 | 6 | 0 | -100% | 4 | 0 | 6 | 12 | 3 |
| | Abated | 11 | 21 | 16 | -24% | 16 | 11 | 21 | 48 | 3 |
| | Outstanding | 260 | 245 | 230 | -6% | 245 | 230 | 260 | 735 | 3 |
| Western | Created | 3 | 0 | 0 | 0% | 1 | 0 | 3 | 3 | 3 |
| | Abated | 27 | 30 | 57 | 90% | 38 | 27 | 57 | 114 | 3 |
| | Outstanding | 1152 | 1121 | 1065 | -5% | 1113 | 1065 | 1152 | 3338 | 3 |
| Southwest | Created | 0 | 1 | 0 | -100% | 0 | 0 | 1 | 1 | 3 |
| | Abated | 8 | 3 | 8 | 167% | 6 | 3 | 8 | 19 | 3 |
| | Outstanding | 418 | 416 | 408 | -2% | 414 | 408 | 418 | 1242 | 3 |
| Southern | Created | 3 | 1 | 0 | -100% | 1 | 0 | 3 | 4 | 3 |
| | Abated | 11 | 6 | 3 | -50% | 7 | 3 | 11 | 20 | 3 |
| | Outstanding | 218 | 213 | 210 | -1% | 214 | 210 | 218 | 641 | 3 |



CLEANING & BOARDING

Continued

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

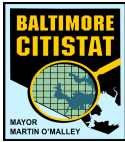
Legacy work orders are the work orders before
DHCD adopted Cititrack for work order mgmt.

Property Boarding

| | | 2 WEEK REPORTING PERIOD | | | | YEAR TO DATE | | | | |
|-----------|-------------|-------------------------|------------|-------------|----------|--------------|---------|---------|-------|---------|
| | | 11/17-11/30 | 12/1-12/14 | 12/15-12/28 | % Change | Average | Minimum | Maximum | Total | Periods |
| Central | Created | 9 | 8 | 2 | -75% | 6 | 2 | 9 | 19 | 3 |
| | Abated | 6 | 2 | 0 | -100% | 3 | 0 | 6 | 8 | 3 |
| | Outstanding | 30 | 36 | 38 | 6% | 35 | 30 | 38 | 104 | 3 |
| Southeast | Created | 20 | 11 | 8 | -27% | 13 | 8 | 20 | 39 | 3 |
| | Abated | 8 | 13 | 5 | -62% | 9 | 5 | 13 | 26 | 3 |
| | Outstanding | 85 | 84 | 87 | 4% | 85 | 84 | 87 | 256 | 3 |
| Eastern | Created | 7 | 31 | 19 | -39% | 19 | 7 | 31 | 57 | 3 |
| | Abated | 5 | 7 | 4 | -43% | 5 | 4 | 7 | 16 | 3 |
| | Outstanding | 147 | 171 | 187 | 9% | 168 | 147 | 187 | 505 | 3 |
| Northeast | Created | 1 | 5 | 2 | -60% | 3 | 1 | 5 | 8 | 3 |
| | Abated | 3 | 3 | 5 | 67% | 4 | 3 | 5 | 11 | 3 |
| | Outstanding | 19 | 21 | 18 | -14% | 19 | 18 | 21 | 58 | 3 |
| Northern | Created | 3 | 2 | 7 | 250% | 4 | 2 | 7 | 12 | 3 |
| | Abated | 1 | 5 | 1 | -80% | 2 | 1 | 5 | 7 | 3 |
| | Outstanding | 15 | 12 | 18 | 50% | 15 | 12 | 18 | 45 | 3 |
| Northwest | Created | 24 | 14 | 7 | -50% | 15 | 7 | 24 | 45 | 3 |
| | Abated | 10 | 21 | 8 | -62% | 13 | 8 | 21 | 39 | 3 |
| | Outstanding | 82 | 75 | 75 | 0% | 77 | 75 | 82 | 232 | 3 |
| Western | Created | 30 | 46 | 9 | -80% | 28 | 9 | 46 | 85 | 3 |
| | Abated | 19 | 8 | 4 | -50% | 10 | 4 | 19 | 31 | 3 |
| | Outstanding | 144 | 182 | 187 | 3% | 171 | 144 | 187 | 513 | 3 |
| Southwest | Created | 10 | 8 | 9 | 13% | 9 | 8 | 10 | 27 | 3 |
| | Abated | 11 | 10 | 3 | -70% | 8 | 3 | 11 | 24 | 3 |
| | Outstanding | 47 | 45 | 51 | 13% | 48 | 45 | 51 | 143 | 3 |
| Southern | Created | 8 | 10 | 7 | -30% | 8 | 7 | 10 | 25 | 3 |
| | Abated | 4 | 3 | 3 | 0% | 3 | 3 | 4 | 10 | 3 |
| | Outstanding | 66 | 74 | 78 | 5% | 73 | 66 | 78 | 218 | 3 |

Property Cleaning

| | | 2 WEEK REPORTING PERIOD | | | | YEAR TO DATE | | | | |
|-----------|-------------|-------------------------|------------|-------------|----------|--------------|---------|---------|-------|---------|
| | | 11/17-11/30 | 12/1-12/14 | 12/15-12/28 | % Change | Average | Minimum | Maximum | Total | Periods |
| Central | Created | 34 | 17 | 7 | -59% | 19 | 7 | 34 | 58 | 3 |
| | Abated | 2 | 0 | 0 | 0% | 1 | 0 | 2 | 2 | 3 |
| | Outstanding | 104 | 122 | 129 | 6% | 118 | 104 | 129 | 355 | 3 |
| Southeast | Created | 36 | 13 | 9 | -31% | 19 | 9 | 36 | 58 | 3 |
| | Abated | 5 | 6 | 2 | -67% | 4 | 2 | 6 | 13 | 3 |
| | Outstanding | 158 | 166 | 173 | 4% | 166 | 158 | 173 | 497 | 3 |
| Eastern | Created | 25 | 46 | 18 | -61% | 30 | 18 | 46 | 89 | 3 |
| | Abated | 5 | 4 | 3 | -25% | 4 | 3 | 5 | 12 | 3 |
| | Outstanding | 268 | 310 | 325 | 5% | 301 | 268 | 325 | 903 | 3 |
| Northeast | Created | 5 | 6 | 3 | -50% | 5 | 3 | 6 | 14 | 3 |
| | Abated | 1 | 1 | 1 | 0% | 1 | 1 | 1 | 3 | 3 |
| | Outstanding | 51 | 56 | 58 | 4% | 55 | 51 | 58 | 165 | 3 |
| Northern | Created | 6 | 0 | 5 | 0% | 4 | 0 | 6 | 11 | 3 |
| | Abated | 2 | 0 | 0 | 0% | 1 | 0 | 2 | 2 | 3 |
| | Outstanding | 22 | 22 | 27 | 23% | 24 | 22 | 27 | 71 | 3 |
| Northwest | Created | 26 | 17 | 9 | -47% | 17 | 9 | 26 | 52 | 3 |
| | Abated | 1 | 9 | 5 | -44% | 5 | 1 | 9 | 15 | 3 |
| | Outstanding | 137 | 145 | 149 | 3% | 144 | 137 | 149 | 431 | 3 |
| Western | Created | 38 | 60 | 18 | -70% | 39 | 18 | 60 | 116 | 3 |
| | Abated | 3 | 10 | 1 | -90% | 5 | 1 | 10 | 14 | 3 |
| | Outstanding | 245 | 294 | 312 | 6% | 284 | 245 | 312 | 851 | 3 |
| Southwest | Created | 26 | 12 | 20 | 67% | 19 | 12 | 26 | 58 | 3 |
| | Abated | 2 | 4 | 2 | -50% | 3 | 2 | 4 | 8 | 3 |
| | Outstanding | 127 | 135 | 154 | 14% | 139 | 127 | 154 | 416 | 3 |
| Southern | Created | 10 | 13 | 5 | -62% | 9 | 5 | 13 | 28 | 3 |
| | Abated | 3 | 1 | 2 | 100% | 2 | 1 | 3 | 6 | 3 |
| | Outstanding | 91 | 103 | 107 | 4% | 100 | 91 | 107 | 301 | 3 |



CLEANING & BOARDING

Continued

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2001

Legacy work orders are the work orders before
DHCD adopted Cititrack for work order mgmt.

MISC Work Orders

| | | 2 WEEK REPORTING PERIOD | | | % Change | YEAR TO DATE | | | | |
|-----------|-------------|-------------------------|------------|-------------|----------|--------------|---------|---------|-------|---------|
| | | 11/17-11/30 | 12/1-12/14 | 12/15-12/28 | | Average | Minimum | Maximum | Total | Periods |
| Central | Created | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Abated | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Outstanding | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| Southeast | Created | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Abated | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Outstanding | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| Eastern | Created | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Abated | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Outstanding | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| Northeast | Created | 1 | 0 | 0 | 0% | 0 | 0 | 1 | 1 | 3 |
| | Abated | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Outstanding | 1 | 1 | 1 | 0% | 1 | 1 | 1 | 3 | 3 |
| Northern | Created | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Abated | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Outstanding | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| Northwest | Created | 2 | 0 | 0 | 0% | 1 | 0 | 2 | 2 | 3 |
| | Abated | 1 | 0 | 0 | 0% | 0 | 0 | 1 | 1 | 3 |
| | Outstanding | 4 | 4 | 4 | 0% | 4 | 4 | 4 | 12 | 3 |
| Western | Created | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Abated | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Outstanding | 3 | 3 | 3 | 0% | 3 | 3 | 3 | 9 | 3 |
| Southwest | Created | 1 | 1 | 0 | -100% | 1 | 0 | 1 | 2 | 3 |
| | Abated | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Outstanding | 5 | 6 | 6 | 0% | 6 | 5 | 6 | 17 | 3 |
| Southern | Created | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Abated | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| | Outstanding | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |



HOUSING INSPECTOR PRODUCTIVITY

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

INSPECTION ACTIVITY

| | 2 - WEEK REPORTING PERIODS | | | | YEAR-TO-DATE | | | | |
|-------------------|----------------------------|------------|-------------|----------|--------------|---------|---------|-------|---------|
| | 11/17-11/30 | 12/1-12/14 | 12/15-12/28 | % Change | Average | Minimum | Maximum | Total | Periods |
| Total Inspections | 5371 | 6035 | 4101 | -32.0% | 5514 | 2795 | 7157 | 77194 | 19 |
| Court Cases | 50 | 56 | 33 | -41% | 87 | 54 | 163 | 1211 | 19 |
| Abatements | 395 | 501 | 290 | -42% | 437 | 255 | 610 | 6123 | 19 |
| Citations | 14 | 18 | 0 | -100% | 49 | 10 | 112 | 684 | 19 |
| IAN's | 158 | 199 | 78 | -61% | 261 | 120 | 394 | 3658 | 19 |

INSPECTOR PRODUCTIVITY

| | 12/1-12/14 | | | | 12/15-12/28 | | | | % CHANGES | | |
|--|--------------|-------------------|---------------|----------------------|--------------|-------------------|---------------|----------------------|----------------|-------------------|---------------|
| | Days Worked | Total Inspections | Daily Average | Number of Inspectors | Days Worked | Total Inspections | Daily Average | Number of Inspectors | Days Worked | Total Inspections | Daily Average |
| DISTRICT 1 (Central) Superintendent: Joyce Shuler | | | | | | | | | | | |
| Inspector I | 14.0 | 259.0 | 18.5 | 2 | 14 | 288 | 20.57 | 2 | 0.00% | 11.20% | 11.19% |
| Inspector II | 18.0 | 277.0 | 15.4 | 2 | 9.5 | 177 | 18.63 | 2 | -47.22% | -36.10% | 21.05% |
| Inspector III | 28.5 | 152.0 | 5.3 | 3 | 14.5 | 65 | 4.48 | 3 | -49.12% | -57.24% | -15.95% |
| Total | 60.5 | 688.0 | 11.4 | 7 | 38 | 530 | 13.9 | 7 | -37.19% | -22.97% | 22.65% |
| DISTRICT 2 (Southeast) Superintendent Sal Maimone | | | | | | | | | | | |
| Inspector I | 18.5 | 286.0 | 15.5 | 2 | 16 | 200 | 12.5 | 1 | -13.51% | -30.07% | -19.15% |
| Inspector II | 27.0 | 315.0 | 11.7 | 3 | 17.5 | 154 | 8.8 | 3 | -35.19% | -51.11% | -24.59% |
| Inspector III | 18.5 | 177.0 | 9.6 | 2 | 16.5 | 130 | 7.88 | 2 | -10.81% | -26.55% | -17.64% |
| Total | 64.0 | 778.0 | 12.2 | 7 | 50 | 484 | 9.7 | 6 | -21.88% | -37.79% | -20.37% |
| DISTRICT 3 (Eastern) Lorenzo Hill | | | | | | | | | | | |
| Inspector I | 41.5 | 662.0 | 16.0 | 5 | 37 | 630 | 17.03 | 5 | -10.84% | -4.83% | 6.77% |
| Inspector II | 18.5 | 209.0 | 11.3 | 2 | 14 | 176 | 12.57 | 2 | -24.32% | -15.79% | 11.24% |
| Inspector III | 9.5 | 66.0 | 6.9 | 1 | 7 | 34 | 4.86 | 1 | -26.32% | -48.48% | -30.04% |
| Total | 69.5 | 937.0 | 13.5 | 8 | 58 | 840 | 14.5 | 8 | -16.55% | -10.35% | 7.40% |
| DISTRICT 4 (Northeast) Superintendent Ed White | | | | | | | | | | | |
| Inspector I | 31.8 | 298.0 | 9.4 | 5 | 12 | 158 | 13.17 | 5 | -62.26% | -46.98% | 40.54% |
| Inspector II | 17.1 | 194.0 | 11.4 | 3 | 3.1 | 40 | 12.9 | 3 | -81.87% | -79.38% | 13.66% |
| Inspector III | 15.0 | 66.0 | 4.4 | 2 | 7 | 39 | 5.57 | 2 | -53.33% | -40.91% | 26.59% |
| Total | 63.9 | 558.0 | 8.7 | 10 | 22.1 | 237 | 10.7 | 10 | -65.41% | -57.53% | 22.53% |
| DISTRICT 5 (Northern) Superintendent Shirley Johnson | | | | | | | | | | | |
| Inspector I | 10.0 | 68.0 | 6.8 | 2 | 8.5 | 85 | 10 | 2 | -15.00% | 25.00% | 47.06% |
| Inspector II | 13.0 | 169.0 | 13.0 | 3 | 16 | 116 | 7.25 | 3 | 23.08% | -31.36% | -44.23% |
| Inspector III | 29.0 | 160.0 | 5.5 | 3 | 20.5 | 81 | 3.951 | 3 | -29.31% | -49.38% | -28.38% |
| Total | 52.0 | 397.0 | 7.6 | 8 | 45 | 282 | 6.3 | 8 | -13.46% | -28.97% | -17.92% |
| DISTRICT 6 (Northwest) Superintendent Stan Janczak | | | | | | | | | | | |
| Inspector I | 11.0 | 190.0 | 17.3 | 2 | 8.9 | 147 | 16.52 | 2 | -19.09% | -22.63% | -4.34% |
| Inspector II | 31.3 | 473.0 | 15.1 | 5 | 23 | 355 | 15.43 | 6 | -26.52% | -24.95% | 2.12% |
| Inspector III | 27.0 | 144.0 | 5.3 | 3 | 14.9 | 75 | 5.03 | 3 | -44.81% | -47.92% | -5.68% |
| Total | 69.3 | 807.0 | 11.6 | 10 | 46.8 | 577 | 12.3 | 11 | -32.47% | -28.50% | 5.88% |
| DISTRICT 7 (Western) Superintendent Drusilla Bunch | | | | | | | | | | | |
| Inspector I | 8.5 | 142.0 | 16.7 | 1 | 5 | 81 | 16.2 | 1 | -41.18% | -42.96% | -3.05% |
| Inspector II | 38.5 | 485.0 | 12.6 | 6 | 18 | 264 | 14.67 | 6 | -53.25% | -45.57% | 16.43% |
| Inspector III | 25.5 | 119.0 | 4.7 | 3 | 14.5 | 96 | 6.621 | 3 | -43.14% | -19.33% | 41.87% |
| Total | 72.5 | 746.0 | 10.3 | 10 | 37.5 | 441 | 11.8 | 10 | -48.28% | -40.88% | 14.29% |
| DISTRICT 8 (Southwest) Superintendent Bernie Daniloski | | | | | | | | | | | |
| Inspector I | 10.0 | 183.0 | 18.3 | 1 | 5.5 | 113 | 20.54 | 1 | -45.00% | -38.25% | 12.24% |
| Inspector II | 29.0 | 365.0 | 12.6 | 3 | 18 | 246 | 13.66 | 3 | -37.93% | -32.60% | 8.50% |
| Inspector III | 5.0 | 22.0 | 4.4 | 1 | 5.5 | 22 | 4.4 | 1 | 10.00% | 0.00% | 0.00% |
| Total | 44.0 | 570.0 | 13.0 | 5 | 29 | 381 | 13.1 | 5 | -34.09% | -33.16% | 1.35% |
| DISTRICT 9 (Southern) Superintendent Sam Moore | | | | | | | | | | | |
| Inspector I | 13.0 | 223.0 | 17.2 | 2 | 8 | 131 | 16.38 | 2 | -38.46% | -41.26% | -4.49% |
| Inspector II | 31.0 | 281.0 | 9.1 | 4 | 18.5 | 184 | 9.95 | 4 | -40.32% | -34.52% | 9.76% |
| Inspector III | 12.0 | 50.0 | 4.2 | 2 | 4 | 14 | 3.5 | 2 | -66.67% | -72.00% | -16.01% |
| Total | 56.0 | 554.0 | 9.9 | 8 | 30.5 | 329 | 11.0 | 8 | -45.54% | -40.61% | 11.19% |
| TOTALS | 551.7 | 6035.0 | 98.2 | 73 | 356.9 | 4101.0 | 103.3 | 73 | -35.31% | -32.05% | 5.23% |



CONSTRUCTION AND BUILDING INSPECTION (CBI)

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

CBI SUMMARY

| | 2 WEEK REPORTING PERIOD | | | | YEAR TO DATE | | | | |
|------------------------|-------------------------|------------|-----------|----------|--------------|---------|---------|-------|---------|
| | 11/24-12/7 | 12/8-12/21 | 12/22-1/4 | % Change | Average | Minimum | Maximum | Total | Periods |
| Electrical Inspections | 1089 | 1122 | 639 | -43.0% | 1053 | 639 | 1539 | 21064 | 20 |
| Mechanical Inspections | 799 | 673 | 431 | -36.0% | 710 | 431 | 889 | 14207 | 20 |
| Building Inspections | 1327 | 1444 | 984 | -31.9% | 1321 | 984 | 1556 | 26420 | 20 |

ELECTRICAL

| | 11/24-12/7 | 12/8-12/21 | 12/22-1/4 | % Change | Average | Minimum | Maximum | Total | Periods |
|----------------------------|------------|------------|-----------|----------|---------|---------|---------|-------|---------|
| Alterations | 890 | 865 | 559 | -35.4% | 867 | 559 | 986 | 17340 | 20 |
| Antennas | 2 | 4 | 0 | -100.0% | 3 | 0 | 8 | 64 | 20 |
| Applications (Preliminary) | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Certificate of Occupancy | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Complaints | 25 | 7 | 0 | -100.0% | 9 | 0 | 25 | 170 | 20 |
| Consultations | 33 | 38 | 21 | -44.7% | 11 | 2 | 38 | 226 | 20 |
| Miscellaneous | 30 | 86 | 28 | -67.4% | 30 | 18 | 86 | 609 | 20 |
| New Buildings | 63 | 54 | 19 | -64.8% | 37 | 12 | 63 | 742 | 20 |
| Razings | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Rehabs | 0 | 0 | 0 | 0% | 1 | 0 | 11 | 21 | 20 |
| Schools | 5 | 0 | 0 | 0% | 6 | 0 | 16 | 118 | 20 |
| Specials | 40 | 68 | 12 | -82.4% | 63 | 12 | 131 | 1254 | 20 |
| Violation Notices | 1 | 0 | 0 | 0.0% | 1 | 0 | 4 | 15 | 20 |
| Total Inspections | 1089 | 1122 | 639 | -43.0% | | | | | |

MECHANICAL

| | 11/24-12/7 | 12/8-12/21 | 12/22-1/4 | % Change | Average | Minimum | Maximum | Total | Periods |
|----------------------------|------------|------------|-----------|----------|---------|---------|---------|-------|---------|
| Alterations | 657 | 586 | 347 | -40.8% | 590 | 347 | 732 | 11805 | 20 |
| Antennas | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Applications (Preliminary) | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Certificate of Occupancy | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Complaints | 22 | 15 | 6 | -60.0% | 12 | 3 | 30 | 244 | 20 |
| Consultations | 0 | 0 | 0 | 0% | 1 | 0 | 5 | 21 | 20 |
| Miscellaneous | 0 | 0 | 0 | 0% | 1 | 0 | 7 | 13 | 20 |
| New Buildings | 115 | 69 | 77 | 11.6% | 100 | 63 | 144 | 1998 | 20 |
| Razings | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Rehabs | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Schools | 5 | 3 | 1 | -66.7% | 3 | 0 | 12 | 51 | 20 |
| Specials | 0 | 0 | 0 | 0% | 3 | 0 | 18 | 68 | 20 |
| Violation Notices | 0 | 0 | 0 | 0.0% | 0 | 0 | 3 | 7 | 20 |
| Total Inspections | 799 | 673 | 431 | -36.0% | | | | | |

BUILDING

| | 11/24-12/7 | 12/8-12/21 | 12/22-1/4 | % Change | Average | Minimum | Maximum | Total | Periods |
|----------------------------|------------|------------|-----------|----------|---------|---------|---------|-------|---------|
| Alterations | 781 | 844 | 591 | -30.0% | 757 | 569 | 944 | 15145 | 20 |
| Antennas | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Applications (Preliminary) | 34 | 53 | 63 | 18.9% | 56 | 30 | 138 | 1117 | 20 |
| Certificate of Occupancy | 129 | 135 | 84 | -37.8% | 112 | 50 | 152 | 2236 | 20 |
| Complaints | 90 | 56 | 16 | -71.4% | 79 | 16 | 121 | 1581 | 20 |
| Consultations | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Miscellaneous | 95 | 143 | 67 | -53.1% | 126 | 67 | 165 | 2523 | 20 |
| New Buildings | 112 | 139 | 101 | -27.3% | 103 | 25 | 220 | 2055 | 20 |
| Razings | 10 | 10 | 3 | -70.0% | 17 | 3 | 80 | 334 | 20 |
| Rehabs | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 20 |
| Schools | 0 | 0 | 0 | 0.0% | 0 | 0 | 0 | 0 | 20 |
| Specials | 48 | 51 | 32 | -37.3% | 63 | 32 | 181 | 1260 | 20 |
| Violation Notices | 28 | 13 | 27 | 107.7% | 34 | 9 | 77 | 674 | 20 |
| Total Inspections | 1327 | 1444 | 984 | -31.9% | | | | | |



| | Monthly Reporting Period | | | Minimum | Average | Maximum | Total | Periods |
|----------------------|--------------------------|--|----------|---------|---------|---------|-------|---------|
| | | | December | | | | | |
| Total Funds Expended | | | | 0% | | | | |
| General Funds | | | | 0% | | | | |
| State Funds | | | | 0% | | | | |
| Federal Funds | | | | 0% | | | | |
| Non-Government Funds | | | | 0% | | | | |

| DEMOLITION SUMMARY | | | | | | | | |
|-----------------------------|--------------------------|--|----------|---------|---------|---------|-------|---------|
| | Monthly Reporting Period | | | Minimum | Average | Maximum | Total | Periods |
| | | | December | | | | | |
| Demolitions in the Pipeline | | | | 0% | | | | |
| Scheduled Demolitions | | | | 0% | | | | |
| Emergency Demolitions | | | | 0% | | | | |
| Whole Block Demolitions | | | | 0% | | | | |
| Total Demolitions Complete | | | | 0% | | | | |
| Scheduled Demolitions | | | | 0% | | | | |
| Emergency Demolitions | | | | 0% | | | | |
| Whole Block Demolitions | | | | 0% | | | | |

| | Monthly Reporting Period | | | Minimum | Average | Maximum | Total | Periods |
|-------------------------------------|--------------------------|--|----------|---------|---------|---------|-------|---------|
| | | | December | | | | | |
| First District (Total Demolitions) | | | | | | | | |
| Scheduled Demolitions | | | | | | | | |
| Emergency Demolitions | | | | | | | | |
| Whole Block Demolitions | | | | | | | | |
| Second District (Total Demolitions) | | | | | | | | |
| Scheduled Demolitions | | | | | | | | |
| Emergency Demolitions | | | | | | | | |
| Whole Block Demolitions | | | | | | | | |
| Third District (Total Demolitions) | | | | | | | | |
| Scheduled Demolitions | | | | | | | | |
| Emergency Demolitions | | | | | | | | |
| Whole Block Demolitions | | | | | | | | |
| Fourth District (Total Demolitions) | | | | | | | | |
| Scheduled Demolitions | | | | | | | | |
| Emergency Demolitions | | | | | | | | |
| Whole Block Demolitions | | | | | | | | |
| Fifth District (Total Demolitions) | | | | | | | | |
| Scheduled Demolitions | | | | | | | | |
| Emergency Demolitions | | | | | | | | |
| Whole Block Demolitions | | | | | | | | |
| Sixth District (Total Demolitions) | | | | | | | | |
| Scheduled Demolitions | | | | | | | | |
| Emergency Demolitions | | | | | | | | |
| Whole Block Demolitions | | | | | | | | |



OFFICE OF PROPERTY ACQUISITION
CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

Baseline Beginning Date 12/08/2000

ACQUISITION SUMMARY

| | <i>Monthly Reporting Period</i> | | | % Change |
|-------------------------------------|---------------------------------|------------------|-----------------|----------|
| | 9/27/01-10/9/01 | 10/10/01-11/6/01 | 11/7/01-12/5/01 | |
| Acquisition Pipe line | 1178 | 1210 | 1144 | -5.5% |
| <i>Number of Building/land</i> | 634 | 651 | 613 | -5.8% |
| <i>Number of Ground rent</i> | 544 | 559 | 531 | -5.0% |
| Property Acquired Since Last Report | 12 | 34 | 42 | 23.5% |
| Additions Since Last Report | 27 | 6 | 0 | -100.0% |
| Removed Since Last Report | 2 | 1 | 79 | 7800.0% |
| Inactive Properties | 82 | 82 | 82 | 0.0% |

CUMULATIVE DATA

| | | | | |
|---|-----|-----|-----|--|
| # Acquired Voluntary Sale | 126 | 130 | 148 | |
| <i># of Leasehold / Fee Simple Acquisitions</i> | 90 | 91 | 106 | |
| <i># of Ground Rent Acquisitions</i> | 37 | 40 | 42 | |
| # Referred to Law Dept. | 128 | 120 | 138 | |
| <i># of Leasehold / Fee Simple</i> | 82 | 75 | 92 | |
| <i># of Ground Rents</i> | 46 | 45 | 46 | |
| # Acquired by Condemnation Law Dept | 47 | 46 | 64 | |
| <i># of Leasehold/Fee Simple</i> | 15 | 14 | 32 | |
| <i># of Ground Rents</i> | 32 | 32 | 32 | |
| # Referred for Title By APQT (HCD) | 112 | 63 | 68 | |
| <i># of Leasehold / Fee Simple Acquisitions</i> | 34 | 34 | 33 | |
| <i># of Ground Rent Acquisitions</i> | 29 | 29 | 35 | |
| # Acquired By APQT (HCD) | 24 | 24 | 30 | |
| <i># of Leasehold / Fee Simple Acquisitions</i> | 22 | 22 | 28 | |
| <i># of Ground Rent Acquisitions</i> | 2 | 2 | 2 | |



Office of Homeless Services Emergency and Transitional Housing

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

Emergency Shelters

| | Month | | Month | | Month | | Month | | November |
|------------------------|--------------|---------|--------------|---------|--------------|---------|--------------|---------|----------|
| | # Facilities | # Units | # Facilities | # Units | # Facilities | # Units | # Facilities | # Units | |
| SINGLE ADULTS - MALE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SINGLE ADULTS - FEMALE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SINGLE ADULTS - EITHER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| FAMILIES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
|---------------------------------------|-----------|---------|----------|----------|---------|---------|---------|-------|---------|
| # Units Available(# units X days/mo.) | 17,854 | 17,964 | 19,347 | 8% | 18286 | 17854 | 19347 | 73145 | 4 |
| # Units Used | 15,434 | 14,910 | 17,770 | 19% | 15862 | 14910 | 17770 | 63446 | 4 |
| New Households | 368 | 412 | 487 | 18% | 421 | 368 | 487 | 1685 | 4 |
| Total Households | 788 | 743 | 1227 | 65% | 894 | 743 | 1227 | 3574 | 4 |
| Single Adults | | | | | | | | | |
| Adult Male | 333 | 236 | 725 | 207% | 431 | 236 | 725 | 1294 | 3 |
| Adult Female | 110 | 112 | 252 | 125% | 158 | 110 | 252 | 474 | 3 |
| Adult Ages | | | | | | | | | |
| 0-17 | 39 | 55 | 48 | -13% | 47 | 39 | 55 | 142 | 3 |
| 18-30 | 190 | 64 | 68 | 6% | 107 | 64 | 190 | 322 | 3 |
| 31-60 | 204 | 214 | 717 | 235% | 378 | 204 | 717 | 1135 | 3 |
| 61+ | 10 | 15 | 22 | 47% | 16 | 10 | 22 | 47 | 3 |
| Persons in Families | | | | | | | | | |
| Adult Male | 0 | 0 | 6 | 0% | 6 | 6 | 6 | 6 | 1 |
| Adult Female | 0 | 0 | 106 | 0% | 87 | 76 | 106 | 348 | 4 |
| Children Ages | | | | | | | | | |
| 0 - 4 | 74 | 67 | 79 | 18% | 73 | 67 | 79 | 292 | 4 |
| 5 - 11 | 66 | 62 | 98 | 58% | 72 | 61 | 98 | 287 | 4 |
| 12 - 14 | 10 | 25 | 51 | 104% | 27 | 10 | 51 | 109 | 4 |
| 15 -16 | 0 | 0 | 0 | 0% | | | | | |
| 17 | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| Number of Veterans | 141 | 133 | 116 | -13% | 133 | 116 | 142 | 532 | 4 |
| Race | | | | | | | | | |
| Asian | 0 | 0 | 3 | 0% | 1 | 0 | 3 | 5 | 4 |
| Black or African American | 715 | 728 | 1062 | 46% | 752 | 502 | 1062 | 3007 | 4 |
| Native Americans | 1 | 1 | 3 | 200% | 2 | 1 | 3 | 8 | 4 |
| White | 58 | 51 | 144 | 182% | 83 | 51 | 144 | 330 | 4 |
| Hispanic | 2 | 7 | 12 | 71% | 7 | 2 | 12 | 26 | 4 |
| Special Needs | | | | | | | | | |
| Mental illness | 56 | 106 | 91 | -14% | 81 | 56 | 106 | 325 | 4 |
| Alcohol/Drug abuse | 297 | 332 | 251 | -24% | 296 | 251 | 332 | 1185 | 4 |
| HIV/AIDS | 49 | 54 | 49 | -9% | 50 | 49 | 54 | 201 | 4 |
| Developmentally Disability | 28 | 3 | 7 | 133% | 12 | 3 | 28 | 49 | 4 |
| Physical disability | 24 | 59 | 20 | -66% | 39 | 20 | 59 | 154 | 4 |
| Domestic Violence | 41 | 44 | 35 | -20% | 43 | 35 | 51 | 171 | 4 |
| Elderly (55+) | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 1 |
| Other | 62 | 59 | 0 | -100% | 45 | 0 | 62 | 179 | 4 |
| Clients Turned Away | | | | | | | | | |
| Shelter Full | 1170 | 481 | 1607 | 234% | 1046 | 481 | 1607 | 4182 | 4 |
| Ineligible | 18 | 56 | 394 | 604% | 148 | 18 | 394 | 590 | 4 |



Office of Homeless Services
Emergency and Transitional Housing Continued
 CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

Transitional Housing

| | August | | September | | October | | November | |
|------------------------|--------------|---------|--------------|---------|--------------|---------|--------------|---------|
| | # Facilities | # Units | # Facilities | # Units | # Facilities | # Units | # Facilities | # Units |
| SINGLE ADULTS - MALE | 3 | 206 | 7 | 305 | 6 | 277 | 6 | 273 |
| SINGLE ADULTS - FEMALE | 1 | 6 | 3 | 45 | 3 | 45 | 3 | 45 |
| SINGLE ADULTS - EITHER | 1 | 26 | 2 | 26 | 2 | 26 | 1 | 22 |
| FAMILIES | 8 | 157 | 9 | 254 | 9 | 263 | 11 | 275 |
| TOTAL | 13 | 395 | 21 | 630 | 20 | 611 | 21 | 615 |

| | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
|---------------------------------------|-----------|---------|----------|----------|---------|---------|---------|-------|---------|
| # Units Available(# units X days/mo.) | 23,777 | 23,467 | 18,782 | -20% | 19290 | 14414 | 23777 | 96452 | 5 |
| # Units Used | 21,377 | 22,487 | 17,050 | -24% | 17984 | 13845 | 22487 | 89919 | 5 |
| New Households | 117 | 70 | 55 | -21% | 69 | 50 | 117 | 346 | 5 |
| Total Households | 668 | 733 | 553 | -25% | 557 | 410 | 733 | 2783 | 5 |
| Singles | | | | | | | | | |
| 62 & over - Male/Female | 7 | 10 | 3 | -70% | 4 | 0 | 10 | 22 | 5 |
| 51-61 - Male/Female | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 5 |
| 31-50 - Male/Female | 429 | 467 | 376 | -19% | 357 | 243 | 467 | 1785 | 5 |
| 18-30 - Male/Female | 28 | 31 | 23 | -26% | 23 | 15 | 31 | 115 | 5 |
| 17 & under - Male/Female | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 5 |
| Persons in Families | | | | | | | | | |
| 62 & over | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 5 |
| 51-61 | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 5 |
| 31-50 | 204 | 225 | 182 | -19% | 157 | 13 | 225 | 785 | 5 |
| 18-30 | 5 | 10 | 8 | -20% | 6 | 3 | 10 | 30 | 5 |
| 13-17 | 95 | 97 | 87 | -10% | 88 | 72 | 97 | 440 | 5 |
| 6-12 | 159 | 200 | 151 | -25% | 149 | 97 | 200 | 744 | 5 |
| 1-5 | 153 | 160 | 137 | -14% | 139 | 107 | 160 | 697 | 5 |
| under 1 | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 5 |
| Number of Veterans | 169 | 166 | 159 | -4% | 166 | 159 | 170 | 830 | 5 |
| Race | | | | | | | | | |
| Asian | 5 | 5 | 1 | -80% | 3 | 1 | 5 | 17 | 5 |
| Black or African American | 992 | 1082 | 901 | -17% | 868 | 638 | 1082 | 4341 | 5 |
| Native Americans | 1 | 2 | 2 | 0% | 2 | 1 | 2 | 8 | 5 |
| White | 73 | 73 | 58 | -21% | 61 | 51 | 73 | 306 | 5 |
| Other | 7 | 15 | 5 | -67% | 6 | 2 | 15 | 32 | 5 |
| Ethnicity | | | | | | | | | |
| Hispanic or Latino | 7 | 15 | 5 | -67% | 9 | 5 | 15 | 27 | 3 |
| Non-Hispanic or Non-Latino | 1073 | 1165 | 962 | -17% | 1067 | 962 | 1165 | 3200 | 3 |
| Special Needs | | | | | | | | | |
| Mental illness | 112 | 116 | 101 | -13% | 87 | 42 | 116 | 437 | 5 |
| Alcohol/Drug abuse | 652 | 651 | 576 | -12% | 538 | 389 | 652 | 2692 | 5 |
| HIV/AIDS | 29 | 27 | 21 | -22% | 23 | 19 | 29 | 116 | 5 |
| Developmentally Disability | 8 | 10 | 7 | -30% | 7 | 4 | 10 | 33 | 5 |
| Physical disability | 18 | 10 | 13 | 30% | 13 | 10 | 18 | 66 | 5 |
| Domestic Violence | 40 | 52 | 0 | -100% | 38 | 0 | 52 | 188 | 5 |
| Other | 0 | 0 | 0 | 0% | 17 | 0 | 85 | 85 | 5 |
| Clients Turned Away | | | | | | | | | |
| Shelter Full | 139 | 124 | 157 | 27% | 111 | 40 | 157 | 556 | 5 |
| Ineligible | 41 | 79 | 81 | 3% | 43 | 2 | 81 | 216 | 5 |



Office of Homeless Services
Emergency and Transitional Housing Continued
 CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

Intake Services

| | <i>Monthly Reporting</i> | | | | <i>Year to Date</i> | | | | |
|----------------------------------|--------------------------|---------|----------|----------|---------------------|---------|---------|-------|---------|
| | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
| Shelter Line Calls | 507 | 678 | 522 | -23% | 590 | 507 | 678 | 2359 | 4 |
| Information Only | 245 | 308 | 232 | -25% | 276 | 232 | 320 | 1105 | 4 |
| Not in Immediate Need | 20 | 6 | 20 | 233% | 16 | 6 | 20 | 62 | 4 |
| Client Refused Service | 11 | 15 | 17 | 13% | 17 | 11 | 23 | 66 | 4 |
| Referral to Shelter/Services | 170 | 183 | 136 | -26% | 189 | 136 | 267 | 756 | 4 |
| Confirmed Placements | 17 | 53 | 53 | 0% | 37 | 17 | 53 | 149 | 4 |
| Other | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 4 |
| BCDSS Walk-ins | 486 | 559 | 369 | -34% | 512 | 369 | 635 | 2049 | 4 |
| New Applications | 107 | 134 | 100 | -25% | 125 | 100 | 160 | 501 | 4 |
| Walkaway/unknown | 18 | 12 | 0 | -100% | 11 | 0 | 18 | 45 | 4 |
| Placed w/family or friends | 13 | 11 | 8 | -27% | 11 | 8 | 13 | 45 | 4 |
| Emergency Shelter | 18 | 34 | 42 | 24% | 37 | 18 | 54 | 148 | 4 |
| Transitional Housing | 3 | 6 | 9 | 50% | 5 | 3 | 9 | 21 | 4 |
| Refused Service/Shelter | 1 | 1 | 8 | 700% | 3 | 1 | 8 | 13 | 4 |
| No Appropriate Shelter Available | 8 | 9 | 4 | -56% | 6 | 3 | 9 | 24 | 4 |
| Hospital | 1 | 1 | 0 | -100% | 1 | 0 | 1 | 2 | 4 |

Eviction Prevention Programs

| | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
|---|-----------|---------|----------|----------|---------|---------|---------|-------|---------|
| # Households Requesting Service | 551 | 842 | 635 | -25% | 682.25 | 551 | 842 | 2729 | 4 |
| # Households Receiving Eviction Prevention Counseling | 513 | 569 | 341 | -40% | 530.25 | 341 | 698 | 2121 | 4 |
| # Households Receiving Evictions Prevention Cash Grants | 82 | 119 | 96 | -19% | 103 | 82 | 119 | 412 | 4 |



Office of Homeless Services

Permanent Housing

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

HOPWA Housing Opportunities for People With AIDS

| HOPWA Tenant Recertifications | MONTHLY REPORTING | | | | YEAR TO DATE | | | | |
|---|-------------------|---------|----------|----------|--------------|---------|---------|---------|---------|
| Annual Recertifications | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
| # of annual Recerts Required-Current Month | 20 | 18 | 34 | 89% | 24 | 18 | 34 | 72 | 3 |
| # of annual Recerts Completed-Current Month | 39 | 36 | 35 | -3% | 36.67 | 35 | 39 | 110 | 3 |
| # of annual Recerts Completed-Prior Months | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| # of annual Recert Moving | 3 | 4 | 0 | -100% | 2.33 | 0 | 4 | 7 | 3 |
| # of moves due to HQS Violations | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| # of moves due to Unit Size | 1 | 0 | 0 | 0% | 0.33 | 0 | 1 | 1 | 3 |
| # of Terminations for Cause | 3 | 4 | 3 | -25% | 3.33 | 3 | 4 | 10 | 3 |
| # of Terminations for Deaths | 0 | 2 | 1 | -50% | 1 | 0 | 2 | 3 | 3 |
| HOPWA Inspections | | | | | | | | | |
| # of Inspections Required - Current Month | 24 | 52 | 26 | -50% | 34 | 24 | 52 | 102 | 3 |
| # of Inspections Completed - Current Month | 5 | 14 | 8 | -43% | 9 | 5 | 14 | 27 | 3 |
| # of Inspections Completed - Prior Month | 26 | 29 | 13 | -55% | 22.67 | 13 | 29 | 68 | 3 |
| # of Failed Initial Inspections | 5 | 14 | 1 | -93% | 6.67 | 1 | 14 | 20 | 3 |
| # of Reinspections | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| # of Complaint Inspections | 0 | 2 | 1 | -50% | 1 | 0 | 2 | 3 | 3 |
| HOPWA Utility Allowance and Payments | | | | | | | | | |
| # of HOPWA Tenants | 463 | 460 | 454 | -1% | 459 | 454 | 463 | 1377 | 3 |
| # of HOPWATenants Elig -UR | 110 | 103 | 102 | -1% | 105 | 102 | 110 | 315 | 3 |
| Average HAP Payment | 416.31 | 413.49 | 416.67 | 1% | 415.49 | 413.49 | 416.67 | 1246.47 | 3 |
| Average Tenant Payment | 0 | 0 | 86.48 | 0% | 86.48 | 86.48 | 86.48 | 86.48 | 1 |
| Average Program Rent | 0 | 0 | 495.58 | 0% | 495.58 | 495.58 | 495.58 | 495.58 | 1 |
| Average Utility Payment | 85.49 | 77.1 | 26.35 | -66% | 62.98 | 26.35 | 85.49 | 188.94 | 3 |

Shelter Plus Care

| Shelter Plus Care Tenant Recertification | MONTHLY REPORTING | | | | YEAR TO DATE | | | | |
|---|-------------------|---------|----------|----------|--------------|---------|---------|-------|---------|
| Annual Recertifications | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
| # of annual Recerts Required-Current Month | 7 | 12 | 13 | 8% | 10.67 | 7 | 13 | 32 | 3 |
| # of annual Recerts Completed-Current Month | 51 | 47 | 70 | 49% | 56 | 47 | 70 | 168 | 3 |
| # of annual Recerts Completed-Prior Months | 26 | 61 | 58 | -5% | 48.33 | 26 | 61 | 145 | 3 |
| # of annual Recert Moving | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| # of moves due to HQS Violations | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| # of moves due to Unit Size | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| # of Terminations for Cause | 1 | 3 | 6 | 100% | 3.33 | 1 | 6 | 10 | 3 |
| # of Terminations for Deaths | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| Shelter Plus Care Inspections | | | | | | | | | |
| # of Inspections Required - Current Month | 9 | 17 | 12 | -29% | 12.67 | 9 | 17 | 38 | 3 |
| # of Inspections Completed - Current Month | 50 | 26 | 16 | -38% | 30.67 | 16 | 50 | 92 | 3 |
| # of Inspections Completed - Prior Month | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| # of Failed Initial Inspections | 20 | 33 | 24 | -27% | 25.67 | 20 | 33 | 77 | 3 |
| # of Reinspections | 49 | 15 | 16 | 7% | 26.67 | 15 | 49 | 80 | 3 |
| # of Complaint Inspections | 0 | 1 | 0 | -100% | 0.33 | 0 | 1 | 1 | 3 |
| Shelter Plus Care Utility Allowance and Payments | | | | | | | | | |
| # of SPC Tenants | 476 | 476 | 470 | -1% | 474 | 470 | 476 | 1422 | 3 |
| # of SPC Elig -UR | 20 | 13 | 19 | 46% | 17.33 | 13 | 20 | 52 | 3 |
| Average HAP Payment | 491 | 475 | 502 | 6% | 489.33 | 475 | 502 | 1468 | 3 |
| Average Tenant Payment | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| Average Program Rent | 491 | 475 | 502 | 6% | 489.33 | 475 | 502 | 1468 | 3 |
| Average Utility Payment | 59 | 55 | 67 | 22% | 60.33 | 55 | 67 | 181 | 3 |



Office of Homeless Services
Homeless Services Compliance
 CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

Compliance and Participation

| | September | October | November | | YEAR TO DATE | | | | |
|---|-----------|---------|----------|----------|--------------|---------|---------|-------|--------|
| | | | | % Change | Average | Minimum | Maximum | Total | Period |
| APR TOTAL | | | | | | | | | |
| Due | 3 | 2 | 3 | 50% | 2.4 | 1 | 3 | 12 | 5 |
| Overdue | 4 | 6 | 8 | 33% | 5.8 | 4 | 8 | 29 | 5 |
| Due submitted | 0 | 0 | 0 | 0% | 0.2 | 0 | 1 | 1 | 5 |
| Overdue submitted | 0 | 2 | 5 | 150% | 3 | 0 | 5 | 15 | 5 |
| MONITORING (TOTAL = 65 Vendors) | | | | | | | | | |
| Conducted | 0 | 0 | 4 | 0% | 3.2 | 0 | 7 | 16 | 5 |
| Non-Compliant | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 5 |
| Compliant | 0 | 0 | 4 | 0% | 3.2 | 0 | 7 | 16 | 5 |
| ROSIE PARTICIPATION (GOAL= 63 Funded Providers) | | | | | | | | | |
| OHS Funded Providers | 0 | 0 | 1 | 0% | 1 | 1 | 1 | 1 | 1 |
| Non-funded Providers | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 1 |
| # of Clients added to file | 594 | 901 | 718 | -20% | 1361.4 | 401 | 4193 | 6807 | 5 |

Grants and Contracts Administration

| | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
|-------------------------|-----------|---------|----------|----------|---------|---------|---------|-------|---------|
| Avg. turnover (in days) | | | | | | | | | |
| At Provider | 33 | 23 | 10 | -57% | 22 | 10 | 33 | 66 | 3 |
| Law | 9 | 7 | 7 | 0% | 8 | 7 | 9 | 23 | 3 |
| MBWOO | 1 | 1 | 1 | 0% | 1 | 1 | 1 | 3 | 3 |
| HCD | 3 | 3 | 3 | 0% | 3 | 3 | 3 | 9 | 3 |
| Deputy Mayor | 3 | 3 | 3 | 0% | 3 | 3 | 3 | 9 | 3 |
| BOE | 5 | 5 | 5 | 0% | 5 | 5 | 5 | 15 | 3 |
| Treasury | 9 | 5 | 7 | 40% | 7 | 5 | 9 | 21 | 3 |



Office of Homeless Services

Street Outreach

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

DOWNTOWN STREET CENSUS

| | September | October | November | | YEAR TO DATE | | | | |
|----------------------|-----------|---------|----------|----------|--------------|---------|---------|-------|---------|
| Downtown Partnership | | | | % Change | Average | Minimum | Maximum | Total | Periods |
| 10th AM | 72 | 0 | 43 | 0% | 58.333333 | 43 | 72 | 175 | 3 |
| 10th PM | 58 | 0 | 46 | 0% | 68.333333 | 46 | 101 | 205 | 3 |
| 25th AM | 67 | 52 | 51 | -2% | 53 | 42 | 67 | 212 | 4 |
| 25th PM | 46 | 36 | 37 | 3% | 45 | 36 | 61 | 180 | 4 |

STREET OUTREACH SUMMARY

| | MONTHLY REPORTING | | | | YEAR TO DATE | | | | |
|---------------------------|-------------------|---------|----------|----------|--------------|---------|---------|-------|---------|
| | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
| SUMMARY | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Encounters | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Follow-ups | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Contacts (Unduplicated) | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |

| | | | | | | | | | |
|------------------------------------|-----|-----|-----|-----|---------|-----|-----|-----|---|
| North Baltimore Center | | | | | | | | | |
| # Encounters | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Follow-ups | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Contacts (Unduplicated) | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| Bon Secours | | | | | | | | | |
| # Encounters | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Follow-ups | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Contacts (Unduplicated) | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| BCDSS/HESU | | | | | | | | | |
| # Encounters | 373 | 231 | 291 | 26% | 298.33 | 231 | 373 | 895 | 3 |
| # Follow-ups | 90 | 60 | 69 | 15% | 73 | 60 | 90 | 219 | 3 |
| # Contacts (Unduplicated) | 85 | 128 | 145 | 13% | 119.33 | 85 | 145 | 358 | 3 |
| Downtown Partnership | | | | | | | | | |
| # Encounters | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Follow-ups | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Contacts (Unduplicated) | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| JHH HOST | | | | | | | | | |
| # Encounters | 7 | 0 | 0 | 0% | 7 | 7 | 7 | 7 | 1 |
| # Follow-ups | 3 | 0 | 0 | 0% | 3 | 3 | 3 | 3 | 1 |
| # Contacts (Unduplicated) | 4 | 0 | 0 | 0% | 4 | 4 | 4 | 4 | 1 |
| PEP | | | | | | | | | |
| # Encounters | 23 | 0 | 0 | 0% | 23 | 23 | 23 | 23 | 1 |
| # Follow-ups | 5 | 0 | 0 | 0% | 5 | 5 | 5 | 5 | 1 |
| # Contacts (Unduplicated) | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 1 |
| Baltimore City Police Dept. | | | | | | | | | |
| # Encounters | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Follow-ups | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| # Contacts (Unduplicated) | 0 | 0 | 0 | 0% | #DIV/0! | 0 | 0 | 0 | 0 |
| HIP | | | | | | | | | |
| # Encounters | 403 | 0 | 0 | 0% | 403 | 403 | 403 | 403 | 1 |
| # Follow-ups | 98 | 0 | 0 | 0% | 98 | 98 | 98 | 98 | 1 |
| # Contacts (Unduplicated) | 89 | 0 | 0 | 0% | 89 | 89 | 89 | 89 | 1 |

Encounter = Initial discussion with an individual

Follow-up = 2nd and subsequent discussions

Contact = client acceptance of services



Office of Homeless Services Drop-in Recap

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

DAY RESOURCE/DROP-IN CENTERS

| | MONTHLY REPORTING | | | | YEAR TO DATE | | | | |
|--|-------------------|---------|----------|----------|--------------|---------|---------|-------|---------|
| | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
| DROP-IN SUMMARY (unduplicated) | | | | | | | | | |
| # Clients | 2988 | 3365 | 3320 | -1% | 2881.50 | 1853 | 3365 | 11526 | 4 |
| Men | 1239 | 1236 | 1506 | 22% | 1236.5 | 965 | 1506 | 4946 | 4 |
| Women | 1460 | 1813 | 1824 | 1% | 1426.25 | 608 | 1824 | 5705 | 4 |
| Children | 289 | 317 | 334 | 5% | 305.00 | 280 | 334 | 1220 | 4 |
| DROP-IN SUMMARY (ODB/FRC) | | | | | | | | | |
| # Clients | 22441 | 23942 | 22365 | -7% | 17337 | 600 | 23942 | 69348 | 4 |
| Men | 21851 | 23327 | 21880 | -6% | 16883.75 | 477 | 23327 | 67535 | 4 |
| Women | #REF! | #REF! | #REF! | #REF! | #REF! | #REF! | #REF! | #REF! | 0 |
| Children | 513 | 540 | 416 | -23% | 377.25 | 40 | 540 | 1509 | 4 |
| Bon Secours Women's Resource Center | | | | | | | | | |
| # Clients | 61 | 38 | 41 | 8% | 61.75 | 38 | 107 | 247 | 4 |
| Men | 0 | 0 | 2 | 0% | 0.5 | 0 | 2 | 2 | 4 |
| Women | 61 | 31 | 24 | -23% | 55.75 | 24 | 107 | 223 | 4 |
| Children | 0 | 7 | 15 | 114% | 5.5 | 0 | 15 | 22 | 4 |
| Franciscan Center | | | | | | | | | |
| # Clients | 0 | 0 | 217 | 0% | 217 | 217 | 217 | 217 | 1 |
| Men | 0 | 0 | 203 | 0% | 203 | 203 | 203 | 203 | 1 |
| Women | 0 | 0 | 13 | 0% | 13 | 13 | 13 | 13 | 1 |
| Children | 0 | 0 | 1 | 0% | 1 | 1 | 1 | 1 | 1 |
| Frederick Ozanam - Outreach | | | | | | | | | |
| # Clients | 161 | 194 | 155 | -20% | 171.5 | 155 | 194 | 686 | 4 |
| Men | 119 | 134 | 110 | -18% | 120.75 | 110 | 134 | 483 | 4 |
| Women | 35 | 42 | 36 | -14% | 38.5 | 35 | 42 | 154 | 4 |
| Children | 7 | 18 | 9 | -50% | 12.25 | 7 | 18 | 49 | 4 |
| MCVET | | | | | | | | | |
| # Clients | 46 | 52 | 41 | -21% | 46 | 41 | 52 | 184 | 4 |
| Men | 46 | 51 | 41 | -20% | 45.75 | 41 | 51 | 183 | 4 |
| Women | 0 | 1 | 0 | -100% | 0.25 | 0 | 1 | 1 | 4 |
| Children | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 4 |
| My Sister's Place | | | | | | | | | |
| # Clients | 1260 | 1541 | 1346 | -13% | 1115.25 | 314 | 1541 | 4461 | 4 |
| Men | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| Women | 995 | 1309 | 1230 | -6% | 897.5 | 56 | 1309 | 3590 | 4 |
| Children | 265 | 232 | 263 | 13% | 254.5 | 232 | 265 | 1018 | 4 |
| Oasis Station | | | | | | | | | |
| # Clients | 265 | 235 | 213 | -9% | 238.25 | 213 | 265 | 953 | 4 |
| Men | 265 | 234 | 201 | -14% | 235 | 201 | 265 | 940 | 4 |
| Women | 0 | 1 | 12 | 1100% | 3.25 | 0 | 12 | 13 | 4 |
| Children | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 4 |



Office of Homeless Services Drop-in Recap Continued

DAY RESOURCE/DROP-IN CENTERS

| | MONTHLY REPORTING | | | | YEAR TO DATE | | | | |
|---------------------------------|-------------------|---------|----------|----------|--------------|---------|---------|-------|---------|
| | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
| Project Hope | | | | | | | | | |
| # Clients | 609 | 605 | 650 | 7% | 616 | 600 | 650 | 2464 | 4 |
| Men | 572 | 573 | 633 | 10% | 584.5 | 560 | 633 | 2338 | 4 |
| Women | 37 | 32 | 17 | -47% | 31.5 | 17 | 40 | 126 | 4 |
| Children | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 4 |
| YANA | | | | | | | | | |
| # Clients | 246 | 290 | 160 | -45% | 266.75 | 160 | 371 | 1067 | 4 |
| Men | 0 | 0 | 8 | 0% | 2 | 0 | 8 | 8 | 4 |
| Women | 246 | 290 | 348 | 20% | 312 | 246 | 364 | 1248 | 4 |
| Children | 0 | 0 | 4 | 0% | 2.75 | 0 | 7 | 11 | 4 |
| Manna House | | | | | | | | | |
| # Clients | 106 | 162 | 225 | 39% | 164.33 | 106 | 225 | 493 | 3 |
| Men | 61 | 58 | 114 | 97% | 77.67 | 58 | 114 | 233 | 3 |
| Women | 28 | 44 | 66 | 50% | 46 | 28 | 66 | 138 | 3 |
| Children | 17 | 60 | 42 | -30% | 39.67 | 17 | 60 | 119 | 3 |
| MCRC | | | | | | | | | |
| # Clients | 234 | 248 | 272 | 10% | 251.33 | 234 | 272 | 754 | 3 |
| Men | 176 | 186 | 194 | 4% | 185.33 | 176 | 194 | 556 | 3 |
| Women | 58 | 63 | 78 | 24% | 66.33 | 58 | 78 | 199 | 3 |
| Children | 0 | 0 | 0 | 0% | 0 | 0 | 0 | 0 | 3 |
| Fallsway Resource Center | | | | | | | | | |
| # Clients | 605 | 505 | 438 | -13% | 537 | 438 | 605 | 2148 | 4 |
| Men | 485 | 374 | 333 | -11% | 417.25 | 333 | 485 | 1669 | 4 |
| Women | 77 | 75 | 69 | -8% | 73.5 | 69 | 77 | 294 | 4 |
| Children | 43 | 56 | 36 | -36% | 43.75 | 36 | 56 | 175 | 4 |
| Our Daily Bread | | | | | | | | | |
| # Clients | 21,836 | 23,437 | 21,927 | -6% | 22400 | 21836 | 23437 | 67200 | 3 |
| Adults | 21,366 | 22,953 | 21,547 | -6% | 21955.333 | 21366 | 22953 | 65866 | 3 |
| Children | 470 | 484 | 380 | -21% | 444.66667 | 380 | 484 | 1334 | 3 |

TRANSPORTATION

| | MONTHLY REPORTING | | | | YEAR TO DATE | | | | |
|-----------------------|-------------------|---------|----------|----------|--------------|---------|---------|-------|---------|
| | September | October | November | % Change | Average | Minimum | Maximum | Total | Periods |
| Transportation | | | | | | | | | |
| # Clients | 1827 | 2437 | 2711 | 11% | 2140.75 | 1588 | 2711 | 8563 | 4 |
| Men | 576 | 732 | 1062 | 45% | 711.25 | 475 | 1062 | 2845 | 4 |
| Women | 963 | 1302 | 1258 | -3% | 1085.25 | 818 | 1302 | 4341 | 4 |
| Children | 288 | 403 | 391 | -3% | 344.25 | 288 | 403 | 1377 | 4 |

Volume 2 Number 19



Notes on changes to DHCD template

CitiStat Reporting Period: December 22nd, 2001 to January 4th, 2002

11/12/2001 Reminder/Notes

Office of Homeless Services data will be forwarded to the CitiStat team on Wednesday, November 14th. Data is received from vendors on the 10th of each month.

Levels are received from Budgets approximately 2-weeks into the current month

10/15/2001 Notes

HS Compliance Key

- * New Contracts
- ** Avg. length of stay at provider
- *** Avg. processing period for contracts returned to OHS

Transitional Shelters

July 17 of 38 providers reporting

August 16 of 38 providers reporting

September 16 of 38 providers reporting

10/1/2001 Reminder

Plans and Examining will move to a monthly reporting period beginning with the agency's October 15th submission. *Additional information relating to addresses will be provided with October 15th submission.*

Citirix system was initiated on 9/17/01. The Cleaning and Boarding data is split between two data sources.

Changes 8/20/2001

This is the first report with Homeless services. We are waiting for approval of form before we submit data.

5/4/01 Note of interest and changes

In cleaning and Boarding the total number outstanding is equal to the total number of the previous period minus completed current period plus created this period

Added YTD information on the right of every page for all information reported on this template.

Changes 3/28/00

All year to date information is maintained in other data sources. If at any time the need arises to review this data please contact us and we will provide the information where possible.

We removed the services template because currently that information has to be tracked properly. We are currently in the process of redesigning how we track that information.

Housing Inspector performance:

We added an additional row to show the number of each type of housing inspector in a given in a Housing district. By adding this column, we make it easier to figure the productivity and to see staffing at each office for each function.

Complaints:

The complaint template has been simplified. It presents the essentially same information with inaccurate, redundant and pointless data removed. This revised format is much easier to understand and to find important information at a glance. Below are the rows and an explanation why we removed them.

Average Resolution time: the average resolution time for all complaints is 30 Days and will be reported on one line of the report rather than 9 lines (one for each district) that say the same thing.

% resolved within target: We do not have any confidence that this number was accurate or meaningful, since this report is a 2 week reporting period and our target is to resolve complaints within 30 days. BITS is not able to provide an accurate number.

Pending Complaints: This was previously called Current Backlog, now presented as Pending Inspection. Same number, showing how many open complaints we have in each Complaint Type.

Average age of backlog This is a redundancy, since it would represent the same thing as Average Resolution Time, which was not accurate.

Periods: this column was removed because there is no reason for it.

Open Housing Notices

We recreated the summary of open notices by district. We removed the Summary of Open Notices by District, and created 2 new charts showing the number of new notices issued and the notices abated (which represents violations corrected, the real measure of our success. We kept the Open Notices Summary and the Vacant Buildings Summary, both snapshots of our status at a specific time.

